

Microlog Receives Kudos for Leading Edge Contact Center Solutions uniQ Agent™

Microlog's uniQ Agent™ have proven that Microlog has a giant on its hands. In addition to receiving accolades from potential customers, the financial press, uniQ Agent™ has earned a family of leading edge award solutions for contact centers, to include "Best of Show" awards at CT Demo and Expo in New York City, sponsored by Miller Freeman publications, Telephony Magazine, and Computer Telephony Magazine (which also awarded uniQ Agent™ "Best of Show" award).

CT Connect™, an open CTI server from Dialogic Corporation, a long-time partner of Microlog. "We are excited about the launch of Microlog's uniQ Agent, and consider it a winner for both companies. This is one of the early adopter implementations of open Java client technology integrated with CT Connect that we've seen," says Howard Bubb, President of Dialogic Corporation.

"Microlog is committed to teaming with customers and business partners to facilitate the transition of call centers to full customer contact centers," said John Mears, Senior Vice President of Product Development. "Our open approach allows customers to effectively manage the new media technologies while preserving investments in legacy systems. All this ultimately benefits our customers' customers — through improved responsiveness, satisfaction, and retention."

It is clear that uniQ Agent, with its openness and flexibility, sets the stage for continuous contact center innovation.

Microlog's uniQ Agent™ is a leading edge contact center solution that integrates with a variety of legacy systems, including IBM, Oracle, and Microsoft. It also integrates with a variety of contact center hardware, including IBM, Oracle, and Microsoft. This makes uniQ Agent™ a truly flexible and scalable solution for any contact center.

center manager can prioritize and track responses to all inquiries. The product, designed to operate in conjunction with Microlog's interactive communications platform, Intelra™, or other existing Interactive Voice Response (IVR) systems, allows intelligent routing and can facilitate a conference or consultation with another agent, when necessary.

Agents can interact with the system over local or wide area networks. Any machine on the network can interact with the system using only a thin client. The software allows systems administrators to add more agents or monitor multiple sites, as well as observe call progress and statistics of calls in real-time.

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Microlog's booth was a big attraction at this '98 CT Demo and Expo.

